Fast Track Troubleshooting

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Models Covered:
RS277AC/XAA**
SxS Refrigeration

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Help — GSPN **http://service.samsungportal.com/**
Samsung Product Support TV **http://support-us.samsung.com/spstv/howto.jsp**
Customer information videos and chat programs. Programs for Fridges, Laundry, Ranges & D/W

Self Diagnosis: Press both buttons (Power Freeze—Power Cool) *simultaneously* (No sound when both buttons are pressed at the same time) 'til the display quits blinking and beeps, 8-12 seconds, then release and read Fault Codes.
This will also cancel the Fault Mode created by self-diagnosis at power up.

Forced Mode: Press both buttons (Power Freeze – Fridge) *simultaneously* (No sound when both buttons are pressed at the same time) 'til it beeps and goes blank, 8-12 seconds

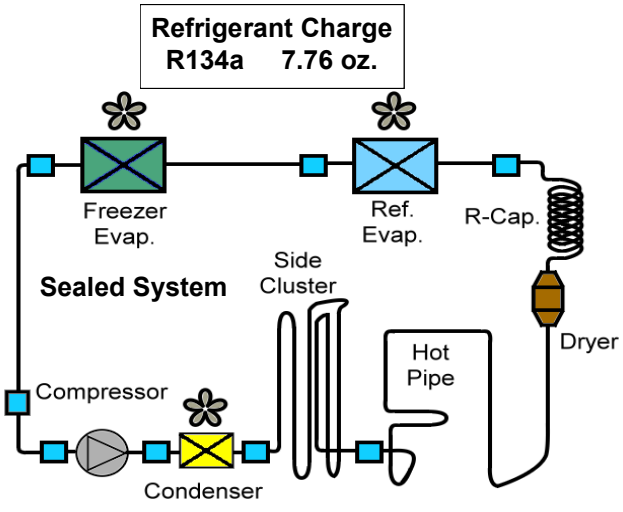
Forced Compressor → *Forced Defrost for Fridge* → *Forced Defrost both compartment* → *Cancellation, unplug unit*

Press Freezer button one time at the Test Mode to Force Compressor Run, measure fan and compressor voltages at main PCB

Press Freezer button a second time to Force Defrost of Fridge, measure defrost voltage at main PCB

Press Freezer button a third time to Force Defrost for Fridge & Freezer, measure defrost voltages at main PCB

Wait 5 seconds between button pushes



Sales Mode, No Compressor Operation

Press Power Freeze & Freezer temp buttons simultaneously for 3 sec (you will hear a "Ding Dong") to remove or put into Sales Mode. When in the Sales Mode the Display will show "OF" "OF"

Removing power will not cancel this mode.

Component Value Chart

Component	Resistance	Wattage	Voltage
Freezer Defrost Heater	58Ω	250	120vac
Fridge Defrost Heater	103Ω	140	120vac
Dispenser Heater	2880Ω	5	120vac
Water Tank Heater	3600Ω	4	120vac
Fill Tube Heater	2880Ω	5	120vac
Sensors	2.5kΩ-89kΩ	N/A	1~4.5vdc
Fans	N/A	N/A	7~12vdc

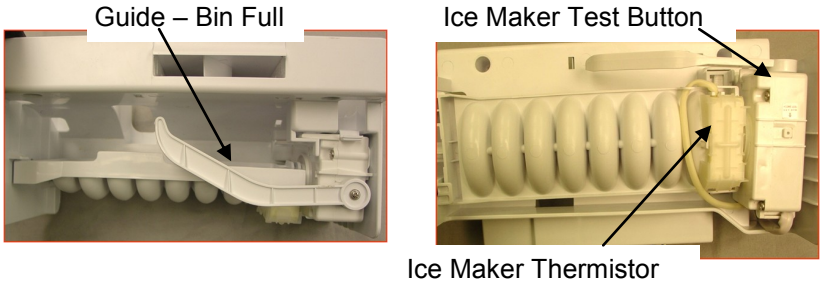
FLEX TRAY Ice Makers

When the initial power is applied, the ice tray will stand by for 2 hours. After the 2-hour standby time, the Ice Maker Sensor will check the temperature , when it is lower than 1.5℉ for more than 5 minutes, it will do a harvest, with or without ice in the tray, then fill with water. 58 minutes after water is supplied to the Ice Tray, the Ice Maker Sensor temperature will be checked. When the Ice Maker Sensor maintains lower than 1.5℉ for 5 minutes, it completes the harvest (if the ice bin is not sensed as full).

Thermistor senses temperature to determine water fill on newer units

Filling the tray

After the water fill is completed, the ice maker sensor will evaluate the water volume one and a half minutes later. When it detects no or low water level, it will add more water. First supply time will be 1.5 sec, next one will be 1 sec and the last will be 2 sec.



Shattered Ice – Flex Tray

When all ice shatters, it's because of a bad tray or ice cube temp that is too cold (lower than -5 degrees). In some areas, there are water issues that can also cause shattered cubes. The temp in the freezer should not have any effect on this issue, as long as it's below 1.5 degrees F, as a properly installed sensor will not read the freezer temp, only the water/ice temp.

Check the Ice tray for defects in the plastic. Ice that is too cold will shatter during harvest. This can be from the (1) sensor not reading the correct temp (2) or the sensor not mounted correctly (3). By programming the icemaker offset value to a lower number (4), the board not understanding the reading.

To check the sensor, you must check the tray temp (not air temp) and compare it to the sensor reading. The sensor should read 3.7 volts at the main board connector when the cube temperature is 1 degree. After the fill, the sensor will read water temp 1.5 to 2.2 volts.

To clear offsets, put unit into Diagnostics mode.

Please note, some shattering is normal for a flex tray icemaker.

FREEZER TEMPERATURE CONTROL BY THE ICE MAKER

Interior Temperature of the freezer will be set to -14 degrees Fahrenheit until the ice bucket is full. When the ice bucket is full, the freezer will maintain original set temperature. Also, whenever the ice is used, the freezer will again set to -14 degrees Fahrenheit. Selecting "Ice Off" will allow the freezer to be controlled by the set temperature. If water is not hooked up, the freezer will always be at –14 unless "Ice Off" is selected.

DEFROST HEATERS

This model series uses a Defrost Sheath Heater in the Fridge and Freezer compartments, they are separate from the evaporator coils and replaceable.

Temperature/Resistance/Voltage Chart for Samsung Refrigerators Sensors

Temp.	(Ω)	Volts		Temp.	(Ω)	Volts		Temp.	(Ω)	Volts		Temp.	(Ω)	Volts
-29.2°F	64227	4.326		1.4°F	28021	3.685		32.0°F	13290	2.853		62.6°F	6771	2.019
-27.4°F	61012	4.296		3.2°F	26760	3.64		33.8°F	12749	2.802		64.4°F	6521	1.974
-25.6°F	57977	4.264		5.0°F	25562	3.594		35.6 °F	12233	2.751		66.2°F	6281	1.929
-23.8°F	55112	4.232		6.8°F	24425	3.548		37.4 °F	11741	2.7		68.0°F	6052	1.885
-22.0°F	52406	4.199		8.6°F	23345	3.501		39.2 °F	11271	2.649		69.8°F	5832	1.842
-20.2°F	49848	4.165		10.4°F	22320	3.453		41.0°F	10823	2.599		71.6°F	5621	1.799
-18.4°F	47431	4.129		12.2°F	21345	3.405		42.8°F	10395	2.548		75.2°F	5225	1.716
-16.6°F	45146	4.093		14.0°F	20418	3.356		44.6°F	9986	2.498		77.0°F	5000	1.675
-14.8°F	42984	4.056		15.8°F	19537	3.307		46.4°F	9596	2.449		78.8°F	4861	1.636
-13.0°F	40938	4.018		17.6°F	18698	3.258		48.2°F	9223	2.399		80.6°F	4690	1.596
-11.2°F	39002	3.98		19.4°F	17901	3.208		50.0°F	8867	2.35		86.0°F	4218	1.483
-9.4°F	37169	3.94		21.2°F	17142	3.158		51.8°F	8526	2.301		87.8°F	4072	1.447
-7.6°F	35433	3.899		23.0°F	16419	3.107		53.6°F	8200	2.253		89.6°F	3933	1.412
-5.8°F	33788	3.858		24.8°F	15731	3.057		55.4°F	7888	2.205		91.4°F	3799	1.377
-4.0°F	32230	3.816		26.6°F	15076	3.006		57.2°F	7590	2.158		95.0°F	3547	1.309
-2.2°F	30752	3.773		28.4°F	14452	2.955		59.0°F	7305	2.111		96.8°F	3428	1.277
-0.4°F	29350	3.729		30.2°F	13857	2.904		60.8°F	7032	2.064		100.4°F	3204	1.213

DC FAN MOTORS

Brushless DC Fan motors are used to save energy. The fans operate at two speeds. Fan speed information is read by the Main PCB. If the fan speed exceeds 600 RPM or the speed is too slow, or stopped the fan drive circuit is disabled, After 10 seconds the circuit tries again with 3 seconds of DC voltage. If the fan continues this activity for 5 cycles, 10 seconds off 3 seconds on, the fan drive circuit is disabled for 10 minutes.

TO TEST THE FAN CIRCUIT VOLTAGE.

Power off and back on to check the DC voltage to the motor, wait from 10 to 60 seconds for the fan voltage to kick in, and then check fan voltage, the average reading is 9 VDC. If you get 3 seconds of voltage every 10 seconds for the 5 fan power up cycles, then the Main PCB is good.

NOTE: You may need to put unit in FORCED FREEZE mode to activate the fans/compressor.

If the fan blade is blocked by ice, then defrost and check the motor again, after removing power from the unit.

If the evaporator is ice blocked and thus blocking the air flow, the fan will over RPM and will be stopped. Remove ice and check the motor again. If everything is clear around the fan blade then the motor would be at fault. Continuous fan errors will be displayed on the front panel display. **PLEASE NOTE:** The door switches control the evaporator fan motors. Have them closed to test the motors. Delay time 10 – 60 seconds.

Samsung 'Refrigerator' Diagnostic Code Quick Guide

Error Items	LED	TROUBLE	TESTING
I/M-SENSOR		Ice Maker Sensor Error- open or short-circuit, connector failure. Cause is also a temperature reading > 122°or < -58 ° F	The voltage at MAIN PCB Sensor betw een 4.5V~1.0V
R-SENSOR		Refrigerator Room Sensor Error- open or short-circuit, connector failure. Cause is also a temperature reading > 122°or < -58 ° F.	The voltage at MAIN PCB Sensor betw een 4.5V~1.0V
DEFROST SENSOR OF R ROOM		Ref. Defrost Sensor Error- open or short-circuit, connector failure. Cause is also a temperature reading > 122°or < -58 ° F	The voltage at MAIN PCB Sensor betw een 4.5V~1.0V
R-FAN ERROR		This error indicates the Refrigerator Evap Fan is not spinning at the correct RPM or the fan feedback line is open.	Fan voltage at MAIN PCB shall be betw een 7V~12V
I/M FUNCTION ERROR		This error indicates the Ice tray has not returned to level after an ice harvest. The error is displayed after three failed attempts.	Replace I/M
COOL SELECT ZONE SENSOR		Cool Select Zone Sensor Error- open or short-circuit, connector failure. Cause is also a temperature reading > 122°or < -58 ° F	The voltage at MAIN PCB Sensor betw een 4.5V~1.0V
R-DEFROSTING ERROR		Refrigerator Room defrost heater- open or short-circuit, connector failure, or defective temperature fuse/bi-metal. Defrost on over 80 minutes	Disconnect defrost connector from PCB, check resistance
EXT-SENSOR		Ambient Temp. Sensor Error- open or short-circuit, connector failure. Cause is also a temperature reading > 122°or < -58 ° F	The voltage at MAIN PCB Sensor betw een 4.5V~1.0V
F-SENSOR		Freezer Compartment Sensor Error- open or short-circuit, connector failure. Cause is also a temperature reading > 122°or < -58 ° F	The voltage at MAIN PCB Sensor betw een 4.5V~1.0V
F-DEF-SENSOR		Freezer Room Defrost Sensor Error- open or short-circuit, connector failure. Cause is also a temperature reading > 122°or < -58 ° F	The voltage at MAIN PCB Sensor betw een 4.5V~1.0V
F-FAN ERROR		This error indicates the Freezer Evap. Fan is not spinning at the correct RPM or the fan feedback line is open.	Fan voltage at MAIN PCB shall be betw een 7V~12V
C-FAN ERROR		This error indicates the Condenser Fan is not spinning at the correct RPM or the fan feedback line is open.	Fan voltage at MAIN PCB shall be betw een 7V~12V
F-DEFROSTING ERROR		Freezer defrosting heater- open or short-circuit, connector failure, or defective temperature fuse/bi-metal. Defrost on for over 80 minutes	Disconnect defrost connector from PCB, check resistance
Uart ERROR COMMUNICATION		This error is not applicable, if the error is detected during diagnostic testing please ignore it.	No Repair Necessary
L-M ERROR COMMUNICATION		Communication error w ithin the Main PCB	Replace main PCB
P-M ERROR COMMUNICATION		Communication betw een the Main PCB and Keypad	Check w iring in door & cabinet, Panel PCB, Main PCB

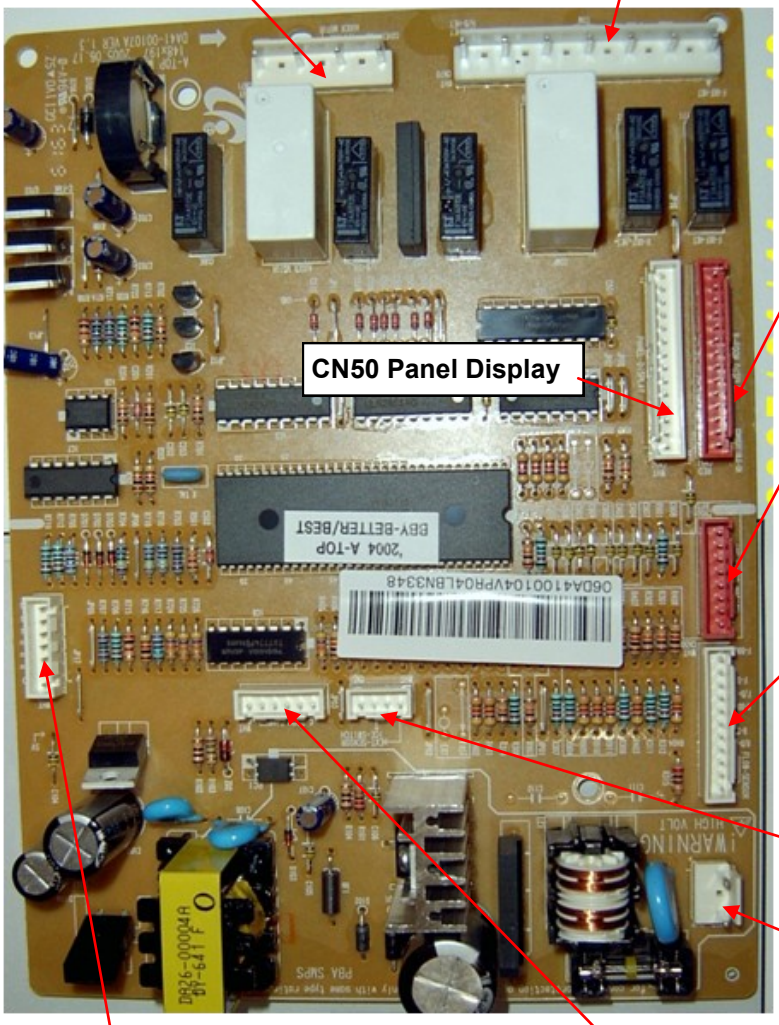
CN= Connector # for measuring voltages; () means go to connector #, pin # shown in () for voltage common.
CN30 Sensors & Switches Component Name
4-(CN76-1) F Def Sensor (Org-Gry) 2.3~4.2vdc Voltage on operating component
Pin #s & wire colors on each connector to measure voltages

Key To Read PCB Layout

CN70 120vac
1-11 Water Tank (Blu-Red)
5-11 Compressor & Dispenser Heater (S/Blu-Red)
9-7 R-Def/Ice Pipe HTR (Wht-Org)
13-7 F-Def HTR (Brn-Org)

CN71 120vac
1-(CN70-11) Cube Solenoid (Yel-Red)
3-(CN70-11) Auger Mtr (Pnk-Red)
5-(CN70-11) Ice-Motor Solenoid (Prp-Red)
7-(CN70-11) Water Solenoid (W/Blk-Red)

CN51 Cool Zone
13-14 Cool Zone Sensor (W/Red-W/Blu) **2.6~2.8vdc**
12-13 (W/Blk-W/Red) **12 VDC**



CN90 Ice Maker
1-2 I/M Motor (Red-Blk) **12vdc**
3-4 I/M Sensor (Wht-Wht) **2.3~3.3vdc**
5-8 Test Sw (Gry-S/Blu) **5vdc**
6-8 Horizontal Sw (Blu-S/Blu) **5vdc**
7-8 Check Sw (Prp-S/Blu) **5vdc**

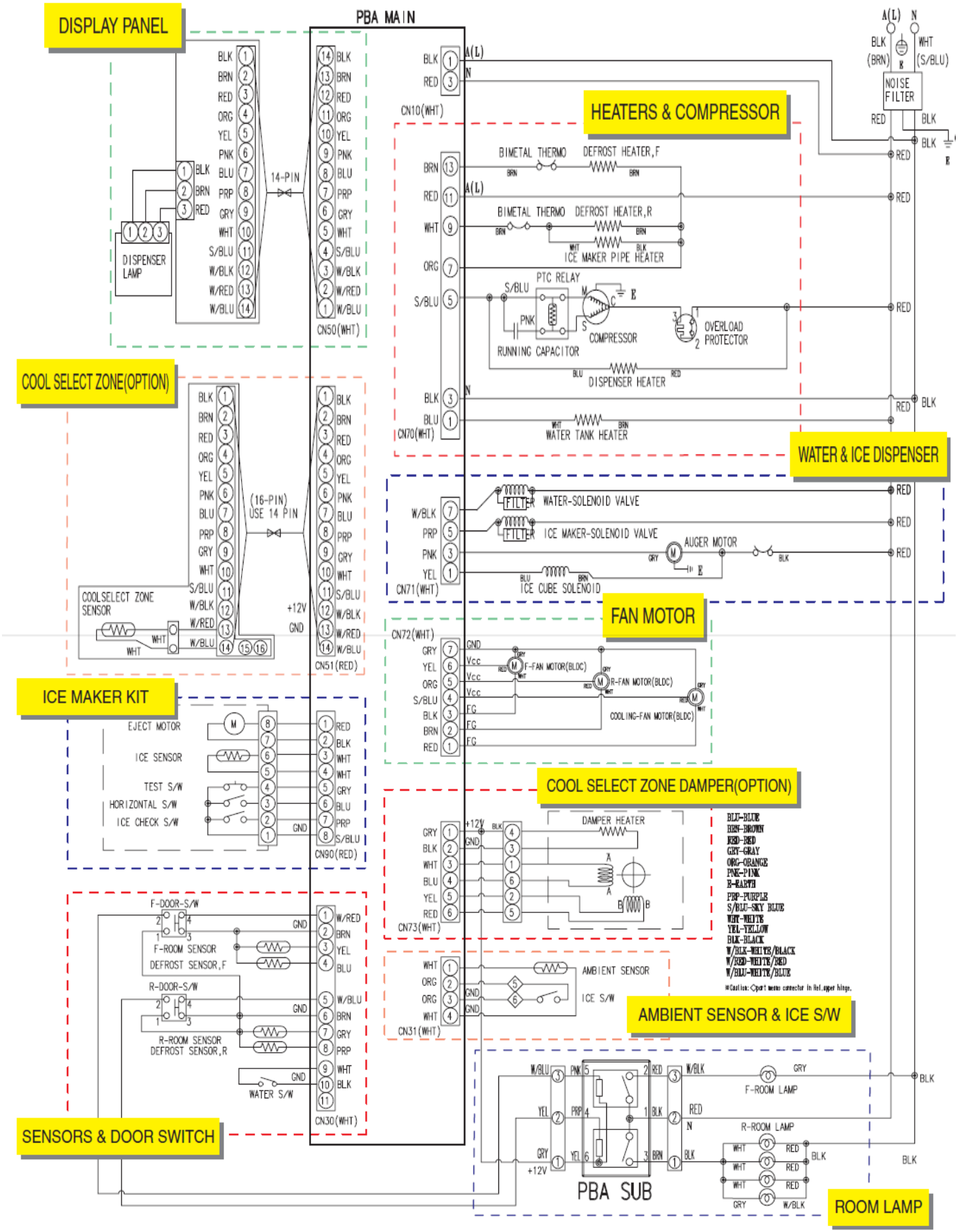
CN30 Sensors
1-2 F Door SW (W/Red-Brn) **5vdc**
5-6 R Door SW (W/Blu-Brn) **5vdc**
3-2 F Sensor (Yel-Brn) **3.5~4.2vdc**
4-2 F-Def Sensor (Blu-Brn) **2.3~4.2vdc**
7-6 R Sensor (Gry-Brn) **2.4~2.8vdc**
8-6 R-Def Sensor (Prp-Brn) **2~4.2vdc**
9 -10 Water Sw (Wht-Blk) **120vac**

CN31
1-4 Ambient Sensor (Wht-Wht) **1.2~2 vdc**
2-3 Ice SW (Org-Org) **5vdc**

CN10 Transformer
1-3 (Blk-Red) **120 VAC**

CN72
6-7 F-Fan (Yel-Gry) **7~11vdc**
5-7 R-Fan (Org-Gry) **7~11vdc**
4-7 C-Fan (S/Blu-Gry) **7~11vdc**
3 F-Fan control (Blk)
2 R-Fan Control (Brn)
1 C-Fan Control (Red)

CN73
1-2 Damper Heater (Blk-Blk) **12vdc**
3-4 Coil Damper Mtr (Wht-Blu)
5-6 Coil Damper Mtr (Yel-Red)


DISPLAY PANEL
PBA MAIN
HEATERS & COMPRESSOR
COOL SELECT ZONE(OPTION)
WATER & ICE DISPENSER
FAN MOTOR
ICE MAKER KIT
COOL SELECT ZONE DAMPER(OPTION)
AMBIENT SENSOR & ICE S/W
SENSORS & DOOR SWITCH
ROOM LAMP
PBA SUB
NOISE FILTER
DISPENSER LAMP
14-PIN
CN50(WHT)
CN10(WHT)
BIMETAL THERMO
DEFROST HEATER,F
DEFROST HEATER,R
ICE MAKER PIPE HEATER
PTC RELAY
RUNNING CAPACITOR
COMPRESSOR
OVERLOAD PROTECTOR
DISPENSER HEATER
WATER TANK HEATER
CN70(WHT)
(16-PIN) USE 14 PIN
COOLSELECT ZONE SENSOR
+12V
GND
CN51(RED)
WATER-SOLENOID VALVE
ICE MAKER-SOLENOID VALVE
AUGER MOTOR
ICE CUBE SOLENOID
CN71(WHT)
CN72(WHT)
F-FAN MOTOR(BLDC)
R-FAN MOTOR(BLDC)
COOLING-FAN MOTOR(BLDC)
EJECT MOTOR
ICE SENSOR
TEST S/W
HORIZONTAL S/W
ICE CHECK S/W
CN90(RED)
DAMPER HEATER
CN73(WHT)
BLU-BLUE
BRN-BROWN
RED-RED
GRY-GRAY
ORG-ORANGE
PNK-PINK
R-EARTH
PRP-PURPLE
S/BLU-SKY BLUE
WHT-WHITE
YEL-YELLOW
BLK-BLACK
W/BLK-WHITE/BLACK
W/RED-WHITE/RED
W/BLU-WHITE/BLUE
AMBIENT SENSOR
ICE S/W
CN31(WHT)
F-DOOR-S/W
F-ROOM SENSOR
DEFROST SENSOR,F
R-DOOR-S/W
R-ROOM SENSOR
DEFROST SENSOR,R
WATER S/W
CN30(WHT)
F-ROOM LAMP
R-ROOM LAMP